

Work Order Days to Close Codes & Regulations



KPI Owner: Darrell Coomer

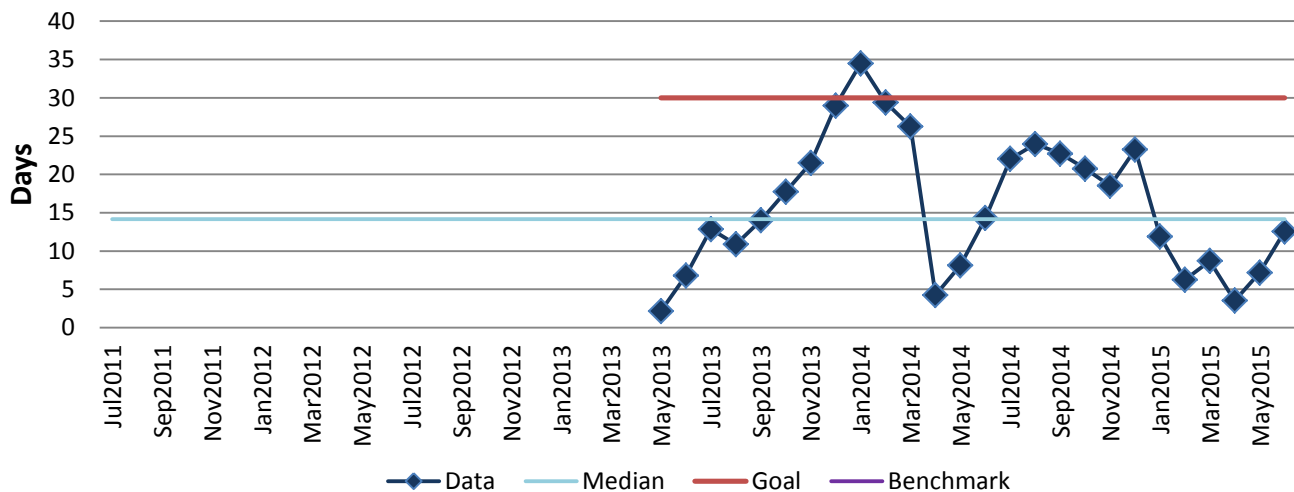
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: 18 days based on FY 2014 monthly Average</p> <p>Goal: Average under 30 Days from work order creation to close</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Department Leadership Team</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: The average number of Days Service Requests are open before being resolved</p> <p>Why Measure: Helps to quantify efficiency of response for vacant lots.</p> <p>Next Improvement Step: TBD</p>

How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Average		Jun2015 Goal	Jun2015 Actual	
30	15		30	13	
Days	Days		Days	Days	

Work Order Days to Close



Root cause analysis is not necessary because there is no gap between the goal and current performance.